

**FSS QUESTIONS AND ANSWERS**  
(Q46 – Q56)

**46. Approximately how many users of communications equipment are currently being supported?**

Response: There are approximately 300 telephone users currently as stated in Section L, Attachment L-10, Costing Assumptions for Telephones.

**47. What is the current staffing level for IT?**

Response: There are 10 people currently under the Communication and Information Technology Department (not including cyber security). However, this staffing level is based on the work scope of the current Infrastructure contract and does not necessarily reflect the work scope under the FSS RFP. The offeror is to determine the staffing level based on its proposed technical approach.

**48. How many sub-contractors are being supported?**

Response: The number of subcontractors being supported changes frequently. All personnel working under the D&D Project will be provided IT support as required from FSS contractor.

**49. Time frame for operation maintenance? 24x7 8x5**

Response: The FSS contractor is expected to maintain the staff level to support a normal 40 hour work week with additional maintenance support on call.

**50. What level of data backup is needed i.e. quarter hour, ½ hour, hour, daily, weekly, bi-monthly, on-site, off-site?**

Response: Incremental changes are backed up daily and all data are backed-up weekly with storage onsite. Monthly back-ups are performed and stored offsite. However, this information is based on the scope under the current Infrastructure contract and does not necessarily reflect the scope under the FSS RFP. The offeror is to determine the frequency based on its proposed technical approach.

**51. Define: Basic operating software?**

Response: The information on the basic operating software is included in the reference documents under “Computer & Telecommunications” on the website.

**52. Need to know current volume of printing and duplication?**

Response: Approximately 300,000 sheets of paper are used on a monthly basis for printing and duplication. This information will be included in Section L, Attachment L-10, Costing Assumptions.

**53. What is the current volume support calls in a month?**

Response: Approximately 400 support calls are received each month. This information will be included in Section L, Attachment L-10, Costing Assumptions.

**54. How much support is in coordination with Lexington office?**

Response: If the question is addressing paragraph 3 of Section C.2.5.1, only minimal hands on requests such as wiring, computer moves and telecommunications troubleshooting of ETS and DOE/PPPO equipment is required.

**55. What does the DOE use currently, so we could make sure of the compatibility i.e. Linux, Unix, Mac, Windows....**

Response: The information on the basic operating software is included in the reference documents under “Computer & Telecommunications” on the website.

**56. What is the current staffing level for the janitorial services?**

Response: There are 10 people currently performing janitorial services. However, this staffing level is based on the work scope of the current Infrastructure contract and does not necessarily reflect the work scope under the FSS RFP. The offeror is to determine the staffing level based on its proposed technical approach.